

Escalation Tree

Atrezzo	Members & Appeals	Clinical Questions	Training & Reporting
CARreviews@acentra.com Direct: (866) 449-2737	CARreviews@acentra.com Direct: (866) 449-2737	CARreviews@acentra.com Direct: (866) 449-2737	CARreviews@acentra.com Direct: (866) 449-2737
Crystal Zapata, Lead CSR crystal.zapata@acentra.com	Crystal Zapata, Lead CSR crystal.zapata@acentra.com	Antoinette Thomas, SCR antoinette.thomas@acentra.com	Crystal Zapata, Lead CSR crystal.zapata@acentra.com
Julia Hales, PM julia.hales@acentra.com	Julia Hales, PM julia.hales@acentra.com	Julia Hales, PM julia.hales@acentra.com	Julia Hales, PM julia.hales@acentra.com
Rob Noble, VP robert.noble@acentra.com	Rob Noble, VP robert.noble@acentra.com	Rob Noble, VP robert.noble@acentra.com	Rob Noble, VP robert.noble@acentra.com